

	Montana Mental Health Nursing Care Center Policy Manual		Policy Number	1105
			Original Date	06/01/1984
	Department: Social Services		Revised Date	07/09/2015
	Resident Rights Grievance Procedure			

POLICY:

Residents will have the right to the following grievance procedure when they feel a right has been violated as in policy #1103.

PROCEDURE:

1. Social Services will review this policy with the resident on admission and annually thereafter.
2. All residents will be advised and encouraged to submit complaints or recommendations to the facility Social Worker who shall serve as resident rights advocate as follows:
 - A. Verbally report a grievance to the Social Worker. The Social Worker will then complete the Resident's Rights Grievance Report Form (Attachment #1).
 - B. Ask for a copy of the Resident's Rights Grievance Report form from the nursing station and complete the form. Ask the Charge Nurse to put the form in the Social Workers mailbox.
3. The Social Worker will assist the resident in completing the form if necessary. When completed the grievance form will be forwarded to the Superintendent for resolution.
4. The Social Worker will document in each resident record all instances of grievances being received. A record will be kept of all grievances filed and action taken by the Superintendent.
5. All staff will make grievance forms available. Social Services, and/or Administration and/or Care Plan team will address grievances.